

**kynect ADVISORY BOARD**

**NAVIGATOR/AGENT SUBCOMMITTEE**

**Meeting Minutes**

**July 9, 2015**

**Call to Order and Roll Call**

The eighteenth meeting of the Navigator/Agent Subcommittee was held on Wednesday, July 8, 2015, at 2 pm. in the kynect Conference Room at the Kentucky Office of the Health Benefit and Information Exchange. The meeting was called to order at 2:08 p.m., and the Secretary called the roll.

Subcommittee Members Present: Given Marcus Woodward, Chair; David H. Allgood, Carl Felix, Josie L. Hollon (phone), Matt McDevitt, Jack Tillman and Malea Hoepf Young. George L “Chip” Atkins, Jan Day, Frances Feltner, Barbara Gordon, Rob Jones, John Kieber, Don Mucci, Dr. Payne, Tihisha Rawlins, Gregory J. Schell, Kelly Humphrey Schlachter, and Kennan Wethington were not present at the meeting.

Staff Present: Carrie Banahan, Nicole Comeaux, Kris Hayslett, William Nold, Brenda Parker, Vanessa Petrey, Melea Rivera, Maggie Woods (DOI).

**Approval of Minutes**

A motion to accept the minutes of the May 7, 2015, meeting was made, seconded, and approved by voice vote.

**Resigned Subcommittee Membership**

Lindsey Nelson, Stacey Pruden, Andrea Bennett and Regan Hunt have resigned.

**Kentucky Health Benefit Exchange Update**

Carrie Banahan, Executive Director, Kentucky Office of the Health Benefit and Information Exchange (KOHBE) updated members on the Exchange activities. Open enrollment begins November 1, 2015. The Department of Insurance (DOI) and Exchange staff have begun the review of QHPs for Plan Year 2016, and we hope to have plans out for browsing purposes by the middle of October. kynect hopes to encourage enrollees to shop and consider the additional options and plans available for 2016.

All other states including the FFM are doing a passive renewal. This active enrollment will require the individuals or their assistors (agents and kynectors) to select the plan they wish for 2016 rather than continuing in the same plan. The Exchange will send additional notices and assist agents with determining which clients still need to make a plan selection. Based on current filings, kynect will have 41 counties with at least 3 issuer choices and the remaining counties will have four or more issuer options.

There are five administrative regulations to be presented to the Regulations Subcommittee on the August 14<sup>th</sup>: the Agent Regulation, Navigator, Certified Application Assistors, and In-person Assister Regulation, SHOP Regulation, SHOP Appeals Regulation, and Appeals Regulation. In September the Qualified Health Plan Regulation will be considered.

Summer marketing for early renewals is going out. July 17 through the 19th kynect will be at Forecastle targeting the young invisibles. Kynect will have a water station where individuals can fill up their water bottles for free, power station to charge your phone and a photo booth that allows you to take selfies.

Deloitte training staff discussed in-person trainings scheduled at the end of August in six cities that will mainly focus on SHOP. The sessions will discuss the tax credit, quoting tool and its enhancements. There will be three workshops in September to discuss SHOP changes, and beginning October 1<sup>st</sup>, recertification information will be going out for agents. All training information is available through ECU TRIS. The Sandbox training is available for agents and kynectors to log onto to practice completing applications for individuals and SHOP.

A new version of the kynect mobile app has been released, which allows individuals to browse plans and upload picture of documentation

### **Web Brokers**

The subcommittee was requested to consider the possible participation of web brokers on kynect. After discussion, a motion was made that the committee would readdress issue if there is a need to create a more robust distribution system in the future. The motion made, seconded, and approved by voice.

### **2016 Passive enrollment**

Notice of Eligibility and Notice of Required information are being revised because we know that many individuals are not familiar with insurance and our communications with these individual have been difficult to understand. There will be a quick reference guide and webinars available on the website in the future.

### **Standards of Conduct.**

The participation agreements with agents will be revised based on the current regulation and there will be stronger language advising agents that they cannot charge citizens for Medicaid applications or QHP enrollments. This is already within the participation agreement each agent signed when they registered on kynect.

### **Other Business**

The next meeting was proposed for September 17, 2015 at 2pm.

### **Adjournment**

The meeting was adjourned at 3:31pm.